



# 2021

## *Annual Report*

ROCKFORD FIRE DEPARTMENT









# **Mission Statement**

**The Mission of the Rockford Fire Department is to protect the lives and property of our community through fire, emergency medical, and life safety services.**

# **Core Values**

**Professionalism**

**Respect**

**Integrity**

**Dedication**

**Empathy**



# Table of Contents

04 Note from the Chief

05 Organizational Chart

07 2021 At a Glance

09 2021 Memorable Moments

11 2021 Incidents

## **13 Administration Division**

17 Retirees

18 Promotions and Appointments

21 Response Times

## **23 Operations Division**

25 Fire Suppression

27 Water Rescue Team

29 Hazardous Materials Response

31 Technical Rescue Team

33 Emergency Management

## **35 Training Division**

38 Recruit Training Academy

41 EMS/Mobile Integrated Health

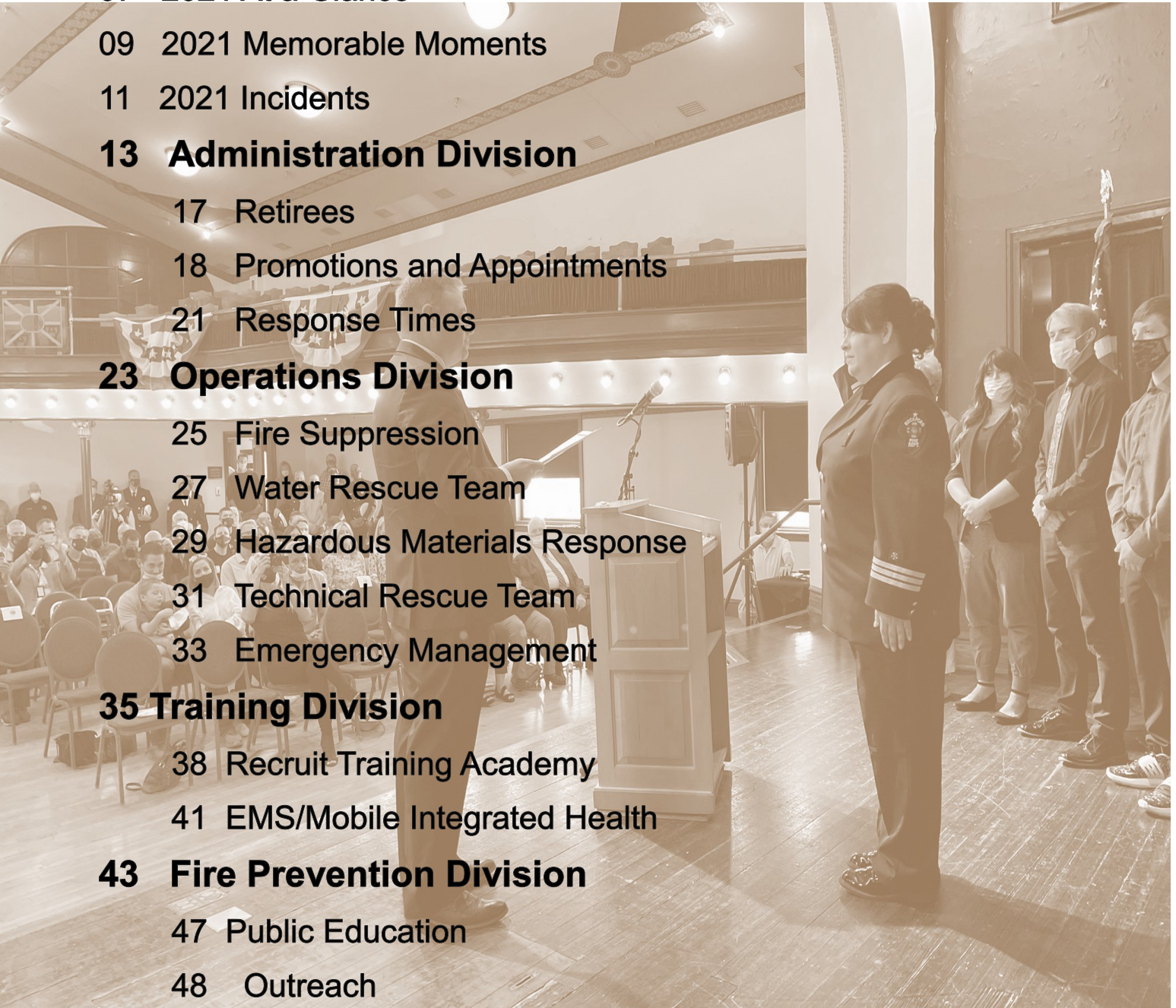
## **43 Fire Prevention Division**

47 Public Education

48 Outreach

## **49 911 Division**

## **53 Maintenance Facility**





# Note From the Chief

What a year this has been! I am incredibly thankful for this amazing fire department...a department that is made up of some of the most dedicated and talented individuals that I have had the opportunity to know. Although we have experienced an enormous amount of change, our personnel have pivoted without hesitation and have adapted with professionalism, respect, integrity, dedication and empathy. Thank you to all of the men and women of the Rockford Fire Department.

This report highlights the department's major accomplishments and summarizes just a few of the department's many events, activities, training and incidents. Continued pandemic response efforts, fire and EMS re-accreditation, changes in leadership and responding to over 30,000 incidents, certainly kept our personnel busy. I look forward to the successes we will share and working collaboratively to address the challenges we will overcome together. We are ready for 2022!

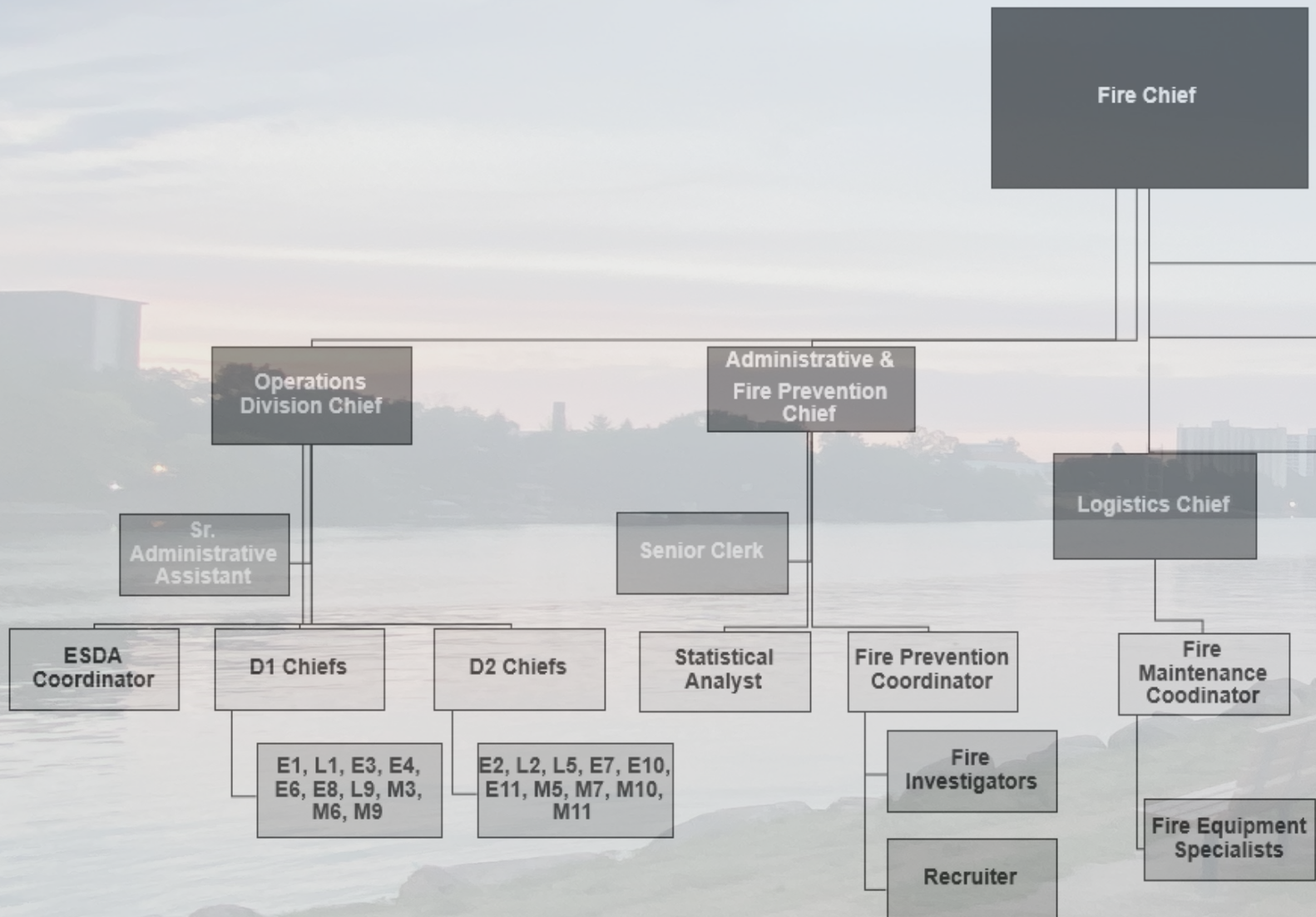
*Michael Panlun*





# 2021

## Organizational Chart





Senior  
Administrative  
Assistant

9-1-1 Division  
Administrator

Senior Clerk

911 IT Support  
Technician

911 Manager

Training  
Supervisor

Shift  
Supervisors (4)

911 IT Support  
Technician

Telecommunicators

Training Division  
Chief

Senior Clerk

EMS Training  
Coordinator

Fire Training  
Coordinator

MIH Managers

# 2021

*at a glance*

**31,322**  
**INCIDENTS**

**65.7**  
**SQUARE**  
**MILES IN**  
**ROCKFORD**

**198**  
**STRUCTURE FIRES**

**102,032**  
**CALLS TO 911**

**NUMBER**  
**OF**  
**FIRE**  
**STATIONS** **11**



**SMOKE AND  
CARBON MONOXIDE  
DETECTORS  
INSTALLED FOR  
RESIDENTS**

**228**

**161,865**

**CALLS TO NON-  
EMERGENCY**

**93.5%**

PROPERTY VALUE SAVED  
ON STRUCTURE FIRES



**35,000+**  
TRAINING HOURS

**247** SWORN FIRE PERSONNEL

**23,413**

**EMS/RESCUE CALLS**



# 2021 *Memorable Moments*

## January 2021

Retired Chief Bergsten  
awarded Illinois Fire Chief  
of the Year



## MARCH 2021

2 men were rescued  
from floating ice in  
the Rock River – an  
event that made na-  
tional news

JAN

FEB

MAR

APR

MAY

JUN

## FEBRUARY 2021

EOC Vaccination Site was acti-  
vated to assist local residents  
in getting their COVID-19  
Vaccinations



## JUNE 2021

Rockford Fire Department  
Hosted the 17th Annual 911  
3K Run/Walk



## JUNE 2021

ChemTool Fire, Rockton, Illinois. A major  
chemical fire where RFD provided Mutual  
Aid.



**AUGUST 2021**

Major storms ripped across Rockford, causing a tree to fall onto a home on S. Main St.



**SEPTEMBER 2021**

The 11th Fire Chief of the Rockford Fire Department was appointed

JUL

AUG

SEPT

OCT

NOV

DEC

**SEPTEMBER 2021**

20th Anniversary of 9/11



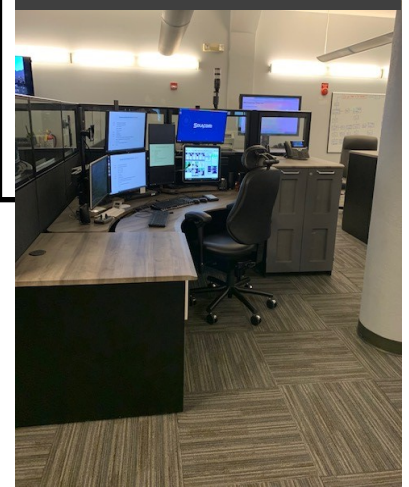
**OCTOBER 2021**

Garbage truck catches fire on Broadway causing the railroad tracks to close down.

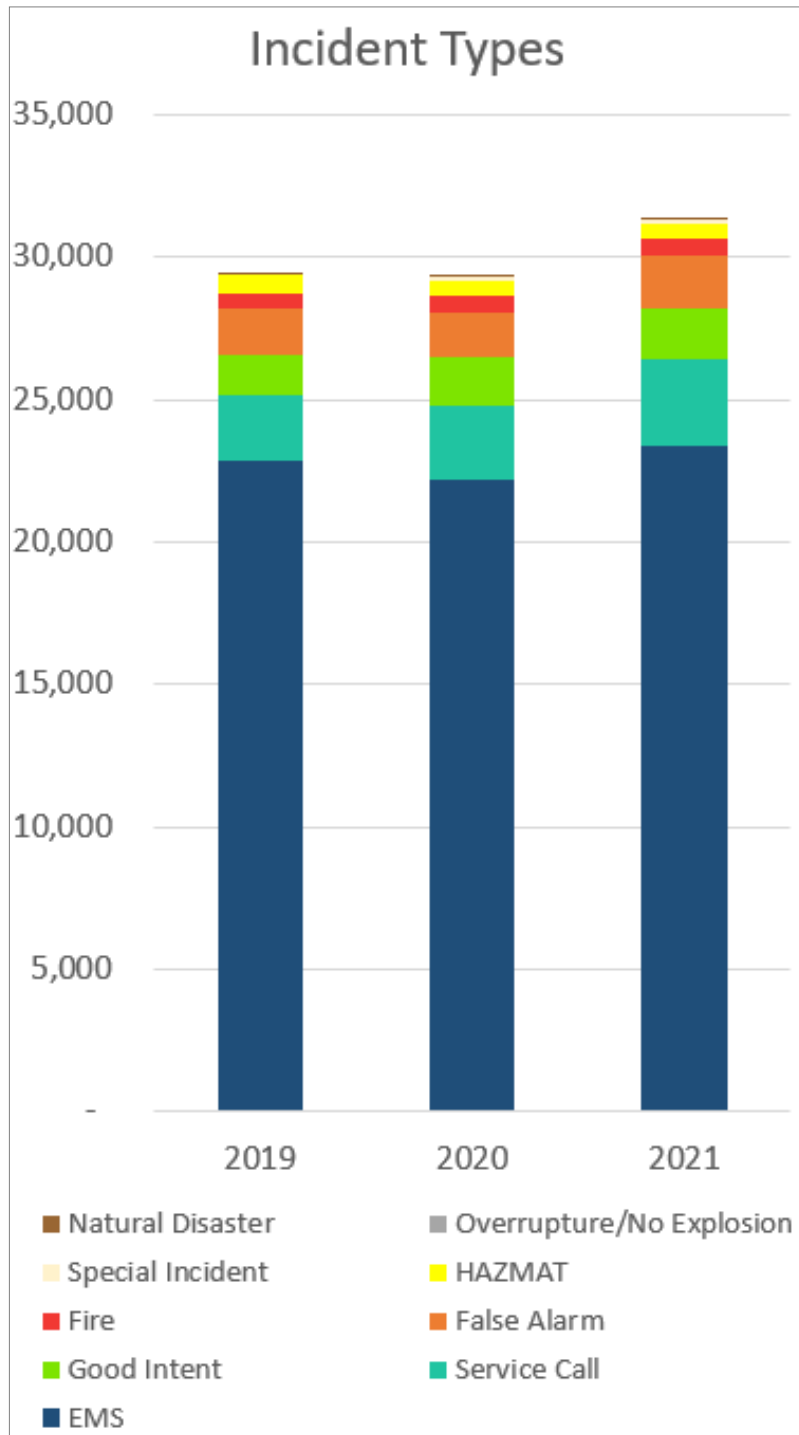


**DECEMBER 2021**

The 911 Remodel Project was Completed



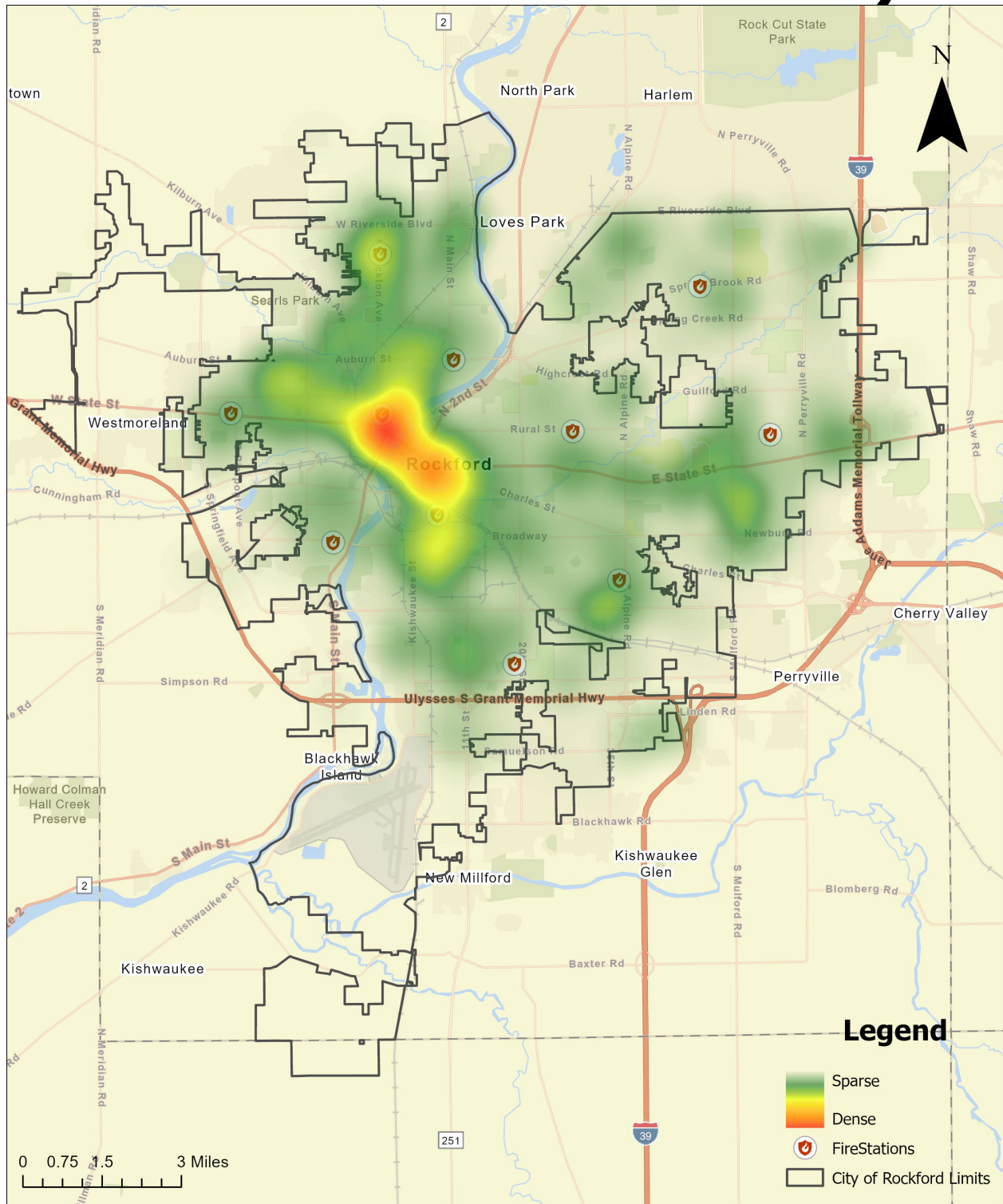
# 2021 *Incidents*



Incident Type	2019	2020	2021
EMS	22,855	22,209	23,413
Service Call	2,338	2,611	2,998
Good Intent	1,380	1,654	1,829
False Alarm	1,652	1,609	1,800
Fire	513	534	618
HAZMAT	631	571	538
Special Incident	22	119	95
Over rupture/No Explosion	33	21	28
Natural Disaster	3	2	3
Total	29,427	29,330	31,322



# 2021 Incident Map



2021 Incident Hot Spot Map

# ADMINISTRATION

## *Division*





*The newest Ladder shown above*





# Major Accomplishments

- Former Fire Chief Bergsten was honored prior to his departure from the Rockford Fire Department by being awarded as the Illinois Fire Chief of the Year.
- In February 2021, the Department launched *Pulse Point*, which is an app designed to empower everyday citizens to provide life saving assistance to victims of sudden cardiac arrest.
- The newest ladder was delivered in January of 2021
- In March, several Rockford Fire Department personnel were selected to be honored at an Ice Hogs game when the team wore jerseys with their names on the back of them.
- The newest ambulance went into service in April of 2021

# 2021 *Retirements*



Craig Belk— 36 Years  
Judi Yehling— 24 Years  
Luke Vuttera—24 Years

John Straley— 25 Years  
Michael Haag— 25 Years  
Jason King— 15 Years



Derek Bergsten— 27 Years  
Heidi Martens— 26 Years  
Daniel Larson— 28 Years

John McGee—25 Years  
Epi - K9 Investigator— 3 years  
Bob Vertiz— 32 Years



Vito Licari— 25 Years  
Jeffrey Poshka — 27 Years  
David Nordenberg— 26 Years

Renee Vengrin— 24 Years  
Debra Peterson— 28 Years  
Laurie Domanski—24 Years



*Average Years of Service:* **26 YEARS**

***Rockford Fire Department would like to thank these personnel for their dedication and years of service.***



# 2021

## *Promotions & Appointments*

Michele Pankow	Appointed Fire Chief	9/5/2021
Luis Duran	Appointed Division Chief	7/10/2021
Timothy O'Keefe	Appointed Division Chief	9/5/2021
Matt Cordonnier	Appointed Logistics Chief	11/5/2021
Jimmy Krein	Promoted District Chief	7/10/2021
Todd Monahan	Promoted District Chief	9/5/2021
Kyle Hill	Promoted District Chief	11/25/2021
Rebecca Tyo	Appointed Training Coordinator	7/10/2021
Daniel McNames	Promoted Shift Supervisor 911	5/3/2021
Joseph Montavon	Promoted Captain	1/4/2021
Chad Moe	Promoted Captain	9/5/2021
Erik Meyer	Promoted Captain	11/25/2021
Steven Rhoads	Promoted Lieutenant	1/4/2021
Alan Amend	Promoted Lieutenant	11/28/2021
Justin Brendel	Promoted Lieutenant	7/2/2021
Jody Bausic	Promoted Lieutenant	7/10/2021
Jeffrey Roberts	Promoted Lieutenant	9/5/2021
John Joiner	Promoted Lieutenant	7/2/2021
Christopher Scrol	Appointed MIH Manager	11/5/2021
Jeffrey Roberts	Appointed Driver Engineer	1/4/2021
Joseph Miceli	Appointed Driver Engineer	1/4/2021
Douglas McKee	Appointed Driver Engineer	1/5/2021
Frank Speno Jr.	Appointed Driver Engineer	7/4/2021
Erica Miller	Appointed Driver Engineer	7/10/2021
Thomas Palmgren	Appointed Driver Engineer	8/26/2021
Christopher McCallips	Appointed Driver Engineer	9/5/2021
Jose Montoya	Appointed Driver Engineer	11/27/2021
Emil Mosny III	Appointed Inspector	11/5/2021
Jason Viveros	Appointed Inspector	9/13/2021
Kathryn Metzler	Original Appointment	5/3/2021
Ryan Wilcox	Original Appointment	5/3/2021
Kassidy Mack	Original Appointment	5/3/2021
James Smith	Original Appointment	5/3/2021
Erick Eckerstrom	Original Appointment	5/3/2021
Peter Ruf	Original Appointment	5/3/2021
Joshua Hoffland	Original Appointment	5/3/2021

# 2021 *Rockford Fire Department*

## Personnel

Fire Sworn	911 Staff	Administrative Support Personnel	Total
247	44	32	323

## Budget

2019	2020	2021
\$59,206,406	\$55,290,974	\$60,757,117

## Frontline Apparatus

Engines	Ladders	Ambulances
9	4	7

## 2021 Apparatus Responses

Ambulance Responses	Total
MED03	4,814
MED05	3,722
MED06	3,927
MED07	3,521
MED09	4,136
MED10	4,519
MED11	3,833

Engine Responses	Total
RE01	2,855
RE02	3,346
RE03	1,848
RE04	2,660
RE06	2,015
RE07	2,772
RE08	2,412
RE10	2,580
RE11	3,446

Ladder/Rescue Response	Total
RL01	1,400
RL02	1,597
RL05	3,717
RL09	2,941
RR01	1,753
RR02	1,475

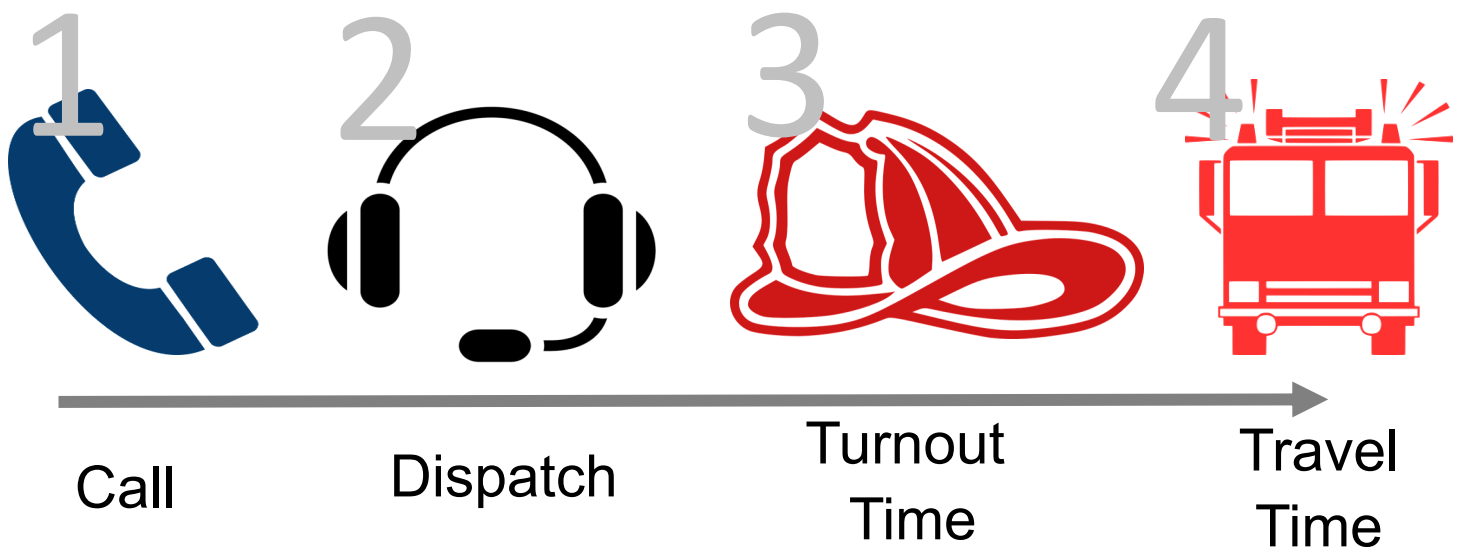




# BREAKING DOWN A 911 CALL

The Rockford Fire Department uses standards developed by the National Fire Protection Association and Center for Public Safety Excellence for response times and call handling.

There are 5 components of the 911 call that RFD evaluates:



This is the incoming call made to our 911 Center by a member of the community.

The dispatch time is used to help calculate alarm handling. Alarm handling is the time between when the incident was received and when a station is dispatched for a specific incident or call.

The turn out time is the time from when the unit was dispatched to the time the unit is enroute to the incident.

The travel time is calculated by the difference between the turnout time and the arrival time of the first unit at the incident. This is the time spent driving to the incident.

## 5 Total Response Time

The response time is the total time from the creation of the incident at the 911 office to the time the first Unit arrives on scene.



# 2021 90TH PERCENTILE RESPONSE

## FIRE

### RESPONSE TIMES

ALARM HANDLING

2:04

TURNOUT TIME

2:21

TRAVEL TIME

4:36

TOTAL RESPONSE TIME

7:45

## EMS

### RESPONSE TIMES

ALARM HANDLING

2:00

TURNOUT TIME

2:14

TRAVEL TIME

4:52

TOTAL RESPONSE TIME

7:44

# OPERATIONS

## *Division*







# FIRE SUPPRESSION

## Major Accomplishments

In 2021 the Rockford Fire Department responded to a total of 618 fire suppression incidents, this is an increase of 15.73% from 2020.

The Department classifies different levels of risk for various types of events or incidents. Fires can be broken down into six different risk categories ranging from low risk to special risk. This type of categorization is based on what type of incident, type of structure and potential risk. The most common fires in 2021 were categorized by low risk, and accounted for 44.5% of the fires.

**Low Risk** - (trash/rubbish fires/car/dumpster) - 275

**Medium Low Risk** - (bus/truck fires) - 8

**Medium Risk** - (detached garage/shed) - 11

**Medium High Risk** - (residential) - 222

**High Risk** - (commercial/industrial) - 48

**Special Risk** - (high rise/hospital) - 0

The department also tracks the total property loss in structure fires. This is based on the value and contents damaged by fire and the total property value. In 2021, the total property value of structures involved in a fire was \$54,137,146 the total loss of property in those fires was \$3,492,440. The Rockford Fire Department was able to save **93.55%** of the property value from being a total loss, reaching the goal 90% save ratio.

The department's goal is always to have 0 civilian deaths or injuries- unfortunately in 2021 there were 3 fire deaths.





# WATER RESCUE TEAM

## Major Accomplishments

The Rockford Fire Department Water Rescue Team consists of 16 active members with two additional members in training. The team provides advanced water rescue services to the community that encompasses a variety of disciplines. Regular monthly trainings are scheduled throughout the year- including, search and recovery, surface water rescue, ice rescue and boat operations.

In 2021, four dive team members were sent to the Indiana River Rescue School. This weeklong class emphasizes surface and swift water rescue techniques and boater operations. The addition of these newly trained personnel brings the total swift water technicians to nine.



Two team members maintained their instructor certifications through the Professional Association of Diving Instructors (PADI) and Emergency Response Diving International (ERDI). We also have two members who are challenging the PADI Dive master Program. Water Rescue Team members completed the following training: Water Operations and Watercraft Technician class, Ice Dive Certification, Surface Ice Rescue, and Side Scan Sonar (Boat based) for the Department. Team members also helped coordinate and conduct Water Operations and Watercraft Technician training for the Recruit Academy.

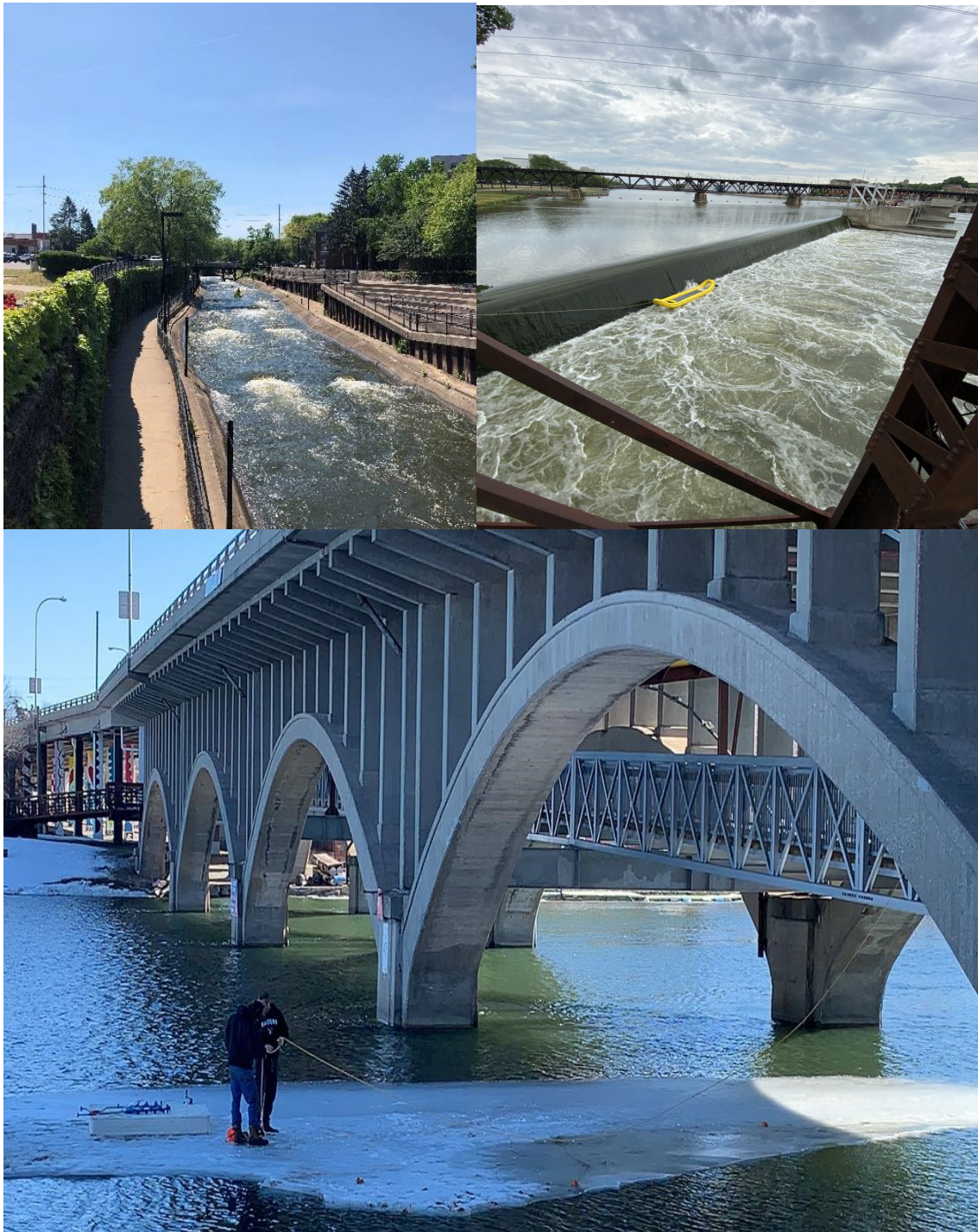


Dive Team coordinators worked to prepare specifications for a new dive vehicle and inflatable water craft, facilitate the training of four new team members, as well as coordinating annual dive gear servicing in 2021.

Additionally, the Water Rescue Team provided department-wide surface water rescue along with over the bridge training in our downtown river district.







# HAZMAT

## *Major Accomplishments*

In June of 2021, the Rockford Fire Department's Hazardous Materials Response Team responded to Rockton, IL. to assist with a massive fire at the Chemtool facility. The team provided air quality monitoring equipment and technical advice for the incident management team. They remained on scene for multiple operational periods and worked with the Illinois National Guard's Civil Support Team and the Illinois



Environment Protection Agency.

Two members traveled to Pueblo, CO to attend a Tank Car Specialist class at the Security and Emergency Response Training Center. The training was made possible through our partnership with Union Pacific Railroad.

The course is specifically designed as intensive hazardous materials emergency response training for the specialist level and brings the hazardous materials technician to the highest recognized level of training identified by Occupational Safety and Health, National Fire Protection Association, and Environmental Protection Agency. The training focuses on freight rail incidents potentially involving Weapons of Mass Destruction, in addition to flammable and combustible liquids transported by rail.

Two lieutenants, assigned to Station 7, completed a Radiation Specialist Course in Springfield, IL. The course provided training for hazardous materials incidents involving radioactive materials to determine the complexity of the problem and potential outcomes.







# TECHNICAL RESCUE

## Major Accomplishments

- Fire Department personnel and MABAS Division 8 TRT coordinated and participated in a structural collapse and confined space drill at Cherry Valley Fire Station 2 that included participation from several area departments.
- Prepared for deployment with the activation of MABAS Division 8 Technical Rescue Team by MABAS –IL to various weather-related events throughout the country.
- Updated and added several new members to the MABAS Division 8 Technical Rescue Training Roster and developed their training and course assignments for 2021.
- Several MABAS 8 TRT training roster members completed necessary training to become deployable.
- Provided Illinois Class “A” non CDL licensure training to expand the list of qualified drivers for the TRT/HAZMAT Trailers.
- Completed TRT team training with our UAS (Drone) team and implemented combined response protocol and application to Technical Rescue.
- Four MABAS 8 Team member completed NWCGS-330 Strike Team Leader training at MABAS-IL Training Facility.
- Completed Water Rescue/TRT drill with MABAS 8 Dive Team on the Rock River and updated response plan.
- Trained and certified 2021 Rockford Fire Academy recruit classes in OSFM Rope Operations.





- Completed numerous hours of technical rescue training with new MABAS Division 8 team members in rope rescue, confined space, structural collapse, and trench rescue.
- Completed training with the hazardous materials response team to prepare for coordinated responses and inter-operable communication to disasters involving a chemical response.
- Completed technical rescue training for The Recruit Academy to include Illinois Office of the State Fire Marshall Rope Operations Certification and Technical Rescue Awareness.



# EMERGENCY MANAGEMENT

## *Major Accomplishments*

In 2021, the City of Rockford conducted a Threat and Hazard and Risk Assessment (THIRA) for the City of Rockford and completed a Multi-Year Training and Exercise Plan for the Illinois Emergency Management Agency.

The Department achieved re-accreditation as a Non-Mandated Emergency Services Disaster Agency and completed its biennial Emergency Operations Plan Review through the Illinois Emergency Management Agency.

The ESDA coordinators for the City of Rockford and Winnebago County provided logistics, planning, and an Operations Section Chief for the countywide vaccination clinic that was in operation from February through June of 2021. During the course of the clinic being in operation, over 80,000 doses of vaccine were administered.

On June 14<sup>th</sup>, the Emergency Operations Center (EOC) was activated and remained activated through June 18<sup>th</sup> in response to the Chemtool Fire. The EOC remains partially activated to support logistics through PPE acquisition, finance through public assistance reimbursement, and the Winnebago County Health Department.

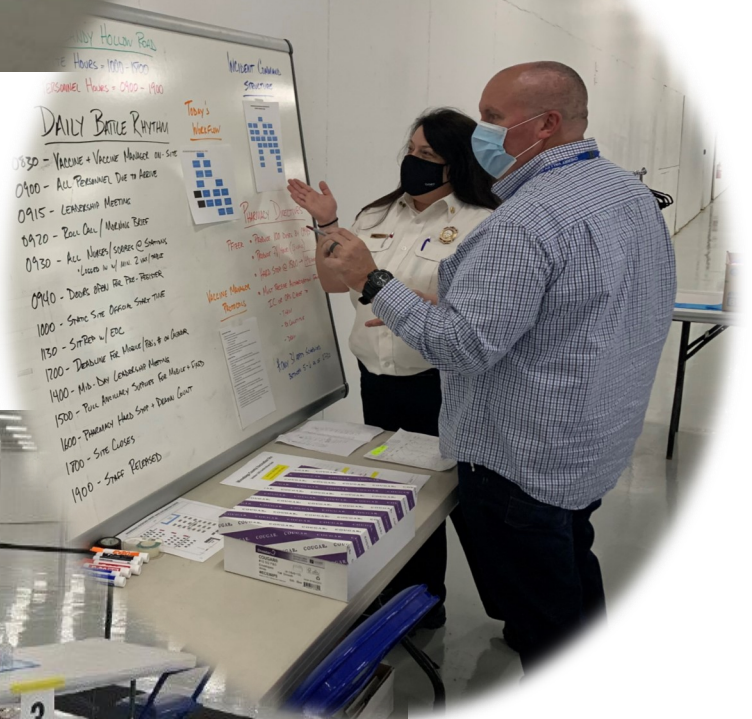
The Department, in conjunction with the Winnebago County Health Department, operated a monoclonal antibody clinic at the County Health Department. This operation was opened on December 20, 2021 and is an ongoing operation.

The Department also attended various meetings, which included: MABAS, IEMA Region 2, Winnebago County All Hazards Public Information Officer Group, Northern Illinois Preparedness and Response Coalition (NIPARC), Local Emergency Planning Committee (LEPC), and the Illinois Terrorism Task Force (ITTF).

The Department co-hosted the following classes with the Illinois Emergency Management Agency (IEMA) related to the Professional Development Series for certification as an Illinois Professional Manager:

- Principles of Emergency Management
- Emergency Planning Process
- Leadership in Today's World
- Effective Communication





# TRAINING

## *Division*











# Major Accomplishments

The Rockford Fire Department hosted a recruit training academy in 2021. The graduating class consisted of seven Rockford firefighters and four members from other departments.



Katy Metzler  
Ryan Wilcox  
Kassidy Mack

James Smith  
Erick Eckerstrom  
Peter Ruf  
Joshua Hoffland









# *Major Accomplishments cont.*

The Training Division develops, coordinates, facilitates and monitors Fire Service Training and Emergency Medical Services programs for the City of Rockford Fire Department.

In 2021 the Training Division delivered nearly **35,000** hours of training.

The training was partially comprised of:

- 9,556.75 Hours of Company Level Training
- 6,986 Hours of training at our Academy
- 11,232.25 Hours of EMS Training
- 1,207 Hours of Officer Training
- 3,767.5 Hours of Hazardous Materials Training
- 2,145 Hours of Driver Training
- 2,106.56 Hours of Technical Rescue Training
- 82 Hours of Drone Training
- 650 Hours of Dive Training

**Personnel received 245 new Office of State Fire Marshal Certifications in 2021**

# EMS

## *Major Accomplishments*

- In 2021, Rockford Fire Department received reaccreditation by the Commission on Accreditation of Ambulance Services (CASS).
- In 2021, six new personnel graduated from Paramedic School.
- Six new personnel completed Emergency Medical Training.
- Implemented the new Philips Tempus ALS cardiac monitor/defibrillator and video laryngoscope system.
- Initiated Child Safety Seat check program multiple times throughout the year.
- Continued with successful Mental Health and Chronic Disease Management MIH programs.
- Continued to provide naloxone to overdose survivors and family members through MIH Knock and Talk program.
- The annual Homeless Point in Time Count was conducted in January of 2021 – this is a 24-hour long project that focuses on tallying up the city's homeless population.
- Memorial for the Homeless was put on by the Rockford Fire Department and Human services to honor lives that were lost in 2021. The event is hosted annually on the Winter Solstice, also known as the longest night of the year.



*2021 Paramedic Class*



# MOBILE INTEGRATED HEALTH

## *Major Accomplishments*



In 2021, Mobile Integrated Health Managers were out making a difference in the Rockford Community, with over 600 patients and over 500 staff hours devoted to changing lives in Rockford.

In 2021, Shannon Kopp, one of our MIH Managers, was awarded the Challenge Coin by Mayor McNamara for her work with the public.

**621** MIH  
PATIENTS

**510** STAFF  
HOURS

# FIRE PREVENTION

## *Division*











# Major Accomplishments

The Rockford Fire Department Fire Prevention Division has seven certified Fire Investigators which have been trained in accordance with the guidelines set forth by the Office of the State Fire Marshal of Illinois. Currently, five of the seven investigators have received further training as sworn peace officers and hold the status of certified arson investigators.

The following highlights just some of the Division's projects in 2021:

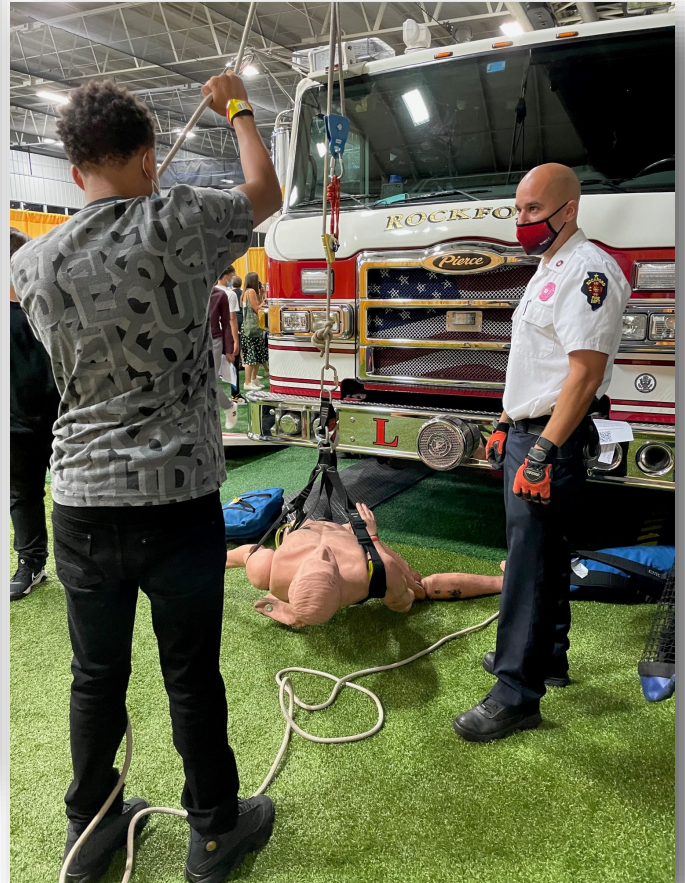
- In early January, Country Financial donated to help with both recruiting efforts and fire training academy improvements
- Throughout the year, the division conducted plan review and project closeout for well over 200 major construction and renovation projects including the Hard Rock Casino.
- The Fire Prevention Division also received a grant from Home Depot to purchase 270 carbon monoxide detectors to install in residences throughout the City.
- The department hosted the 17<sup>th</sup> Annual Rockford Fire 911 Run with just over 250 registered participants.
- Supported the Emergency Operations Center (EOC) in managing community COVID-19 vaccination sites
- Participated in the first Facebook Live Safety Series presented by the Illinois Fire Safety Alliance.
- Inspected all Rockford Public Schools and conducted fire drills for all schools within the City.
- Conducted Department wide drill which covered Fire Investigation/ Scene Preservation, Fire Alarms and Sprinkler Systems, and Pre-plans.

# PUBLIC EDUCATION

## *Major Accomplishments*

20,351

Adults and Children were educated in the Rockford Area in 2021 in Fire Prevention and Public Education





# OUTREACH

## Major Accomplishments

- Recruitment had an eventful year, as they prepared the final roster for the Board of Fire and Police Commissioners through the application selection process in 2021.

- The recruitment team was a part of events at several different locations throughout the year including Northern Illinois University, Rock Valley Community College and Rock River YMCA.



- In 2021, outreach also launched a new Logo Project where the Rockford Fire Department and several Rockford Public Schools 205 (RPS 205) High Schools partnered up to create a logo for that station based on the history and location of the station closest to their school.

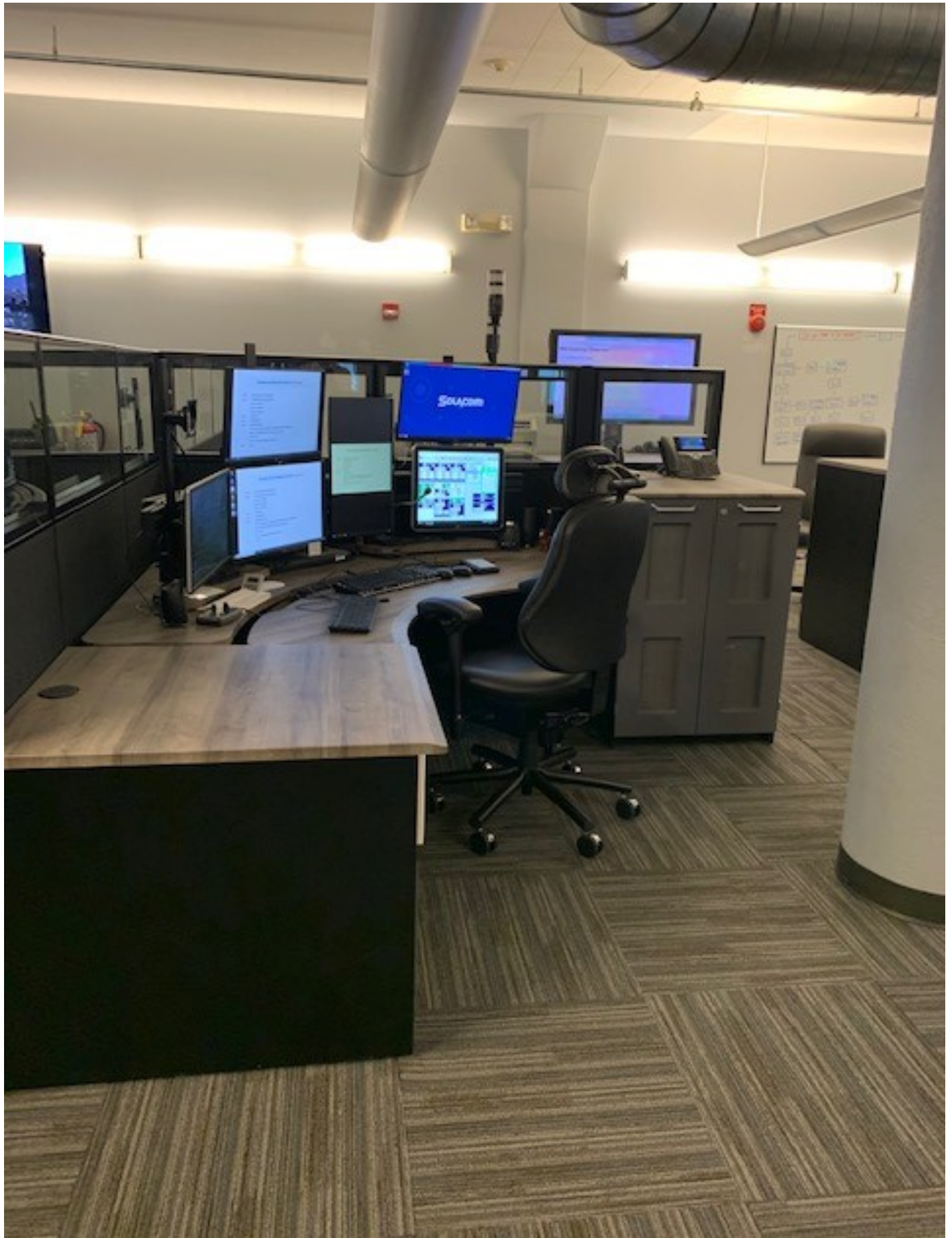
- After a long absence due to pandemic restrictions, the outreach team was able to start returning to the schools providing fire safety to local area students.



# 911

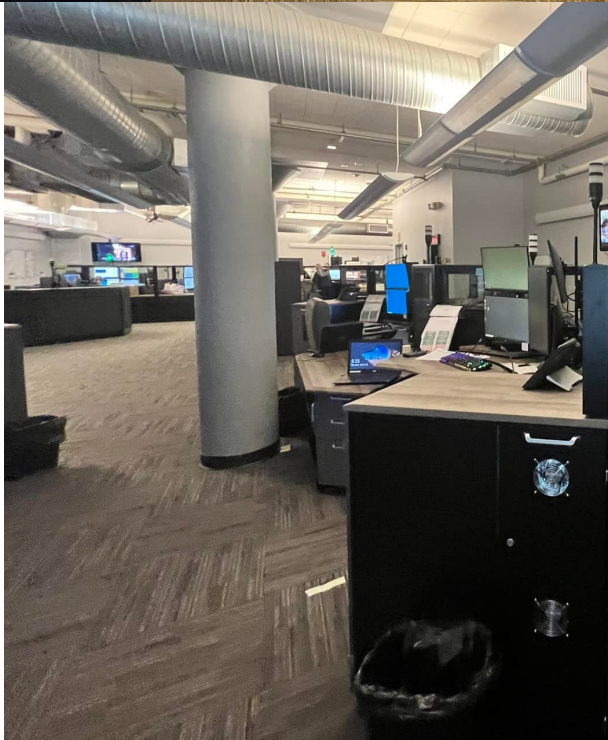
## *División*





*After remodel*







# Major Accomplishments

- In the Fall of 2021, the 911 Center underwent an extensive remodel. The 911 Center was upgraded with new call-taking consoles and dispatch consoles, along with new paint and flooring.
- Two 911 Supervisors and the 911 Business Manager attended the annual Association of Public Safety Communications Officials (APCO) conference in 2021. This conference is geared toward public safety communication officials.
- 911 staff worked closely with the Mayor's Strangulation Task Force during 2021 to help survivors of domestic violence. Telecommunicators are often the first point of contact for survivors of domestic violence seeking assistance and have the ability to provide hope and encourage change through effective response. In addition, a domestic violence strangulation guide card was developed and implemented during 2021. The intent of the guide card is to assist Telecommunicators in navigating calls in which the caller presents whenever a survivor calls and is presenting signs and/or symptoms of strangulation.
- In April 2021, Telecommunicator Lexi Leon received a Challenge Coin from Mayor McNamara (opposite page, upper left corner)— she was awarded this honor for doing an exceptional job with a 911 call she received.
- The Rockford Fire Department dispatches for six suburban fire departments. In 2021, a regular meeting schedule was implemented in an effort to increase communication between those departments and 911 supervisory staff.
- The Chairman of the Emergency Telephone System Board (ETSB), 911 Director, Business Manager, and Training Supervisor gathered information to apply for a "NG911" grant through the State of Illinois. As a result, the ETSB was awarded approximately \$176,000.

# MAINTENANCE

*Facility*











# Major Accomplishments

2021 proved to be an extremely busy year for the Fire Apparatus Maintenance Facility.

The Maintenance Facility consists of a team of five personnel. Together the Logistics Chief, the Shop Coordinator and the equipment specialists perform preventative maintenance and emergency repairs for the Rockford Fire Department's fleet apparatus and equipment, as well as 19 outside agencies.

The Maintenance Facility coordinated Pump and Aerial testing of the entire fleet to maintain NFPA Compliance.







# PulsePoint

## BE A LIFE SAVER.



Sudden cardiac arrest is one of the leading causes of death in the U.S. PulsePoint Respond alerts CPR-trained citizens, like you, to a public cardiac emergency in your immediate vicinity. The app will direct you to the scene so you can start CPR in the critical minutes before EMS teams arrive.

Learn more at [pulsepoint.org](http://pulsepoint.org).

**DOWNLOAD THE PULSEPOINT APP TODAY.  
SAVE A LIFE TOMORROW.**







**RockfordFire**



**@RockfordFire**



**RockfordFire**